

# WARM WELCOME STEP-BY-STEP GUIDE



## STEP 1 WHAT'S ALREADY PLANNED?

Assess your organisation's existing plans for this winter.

What is already likely to be offered in terms of activities/events?

Who is likely to come?

Is there a way that these activities could form part of a 'Warm Welcome' offer?

## STEP 2 THE BUILDING

Assess the options for where your Warm Welcome Space could be.

Does your organisation have a building?

Is it easily identifiable and accessible to the people you want to reach?

Do people from different backgrounds feel comfortable in the space?

Is your organisation able to cover the costs of heating the space this winter or will you need support?

Is your building accessible to those with disabilities, and does it have the necessary insurance, fire safety policies etc.

If your building isn't suitable, is there another nearby that you could approach about working in partnership?

## STEP 3 THE TEAM

How many people will you need to help run your Warm Welcome Space?

Have you already got them on board or will you need to recruit volunteers?

If so, can you find them within your organisation or will you need to look beyond?

Who will be best placed to lead the team – you or someone else?

Will you need to run any training/induction before you get started?



## STEP 4 THE ACTIVITIES

Plan your Warm Welcome activities.

Who do you want to come into your Warm Welcome Space?

What kind of activities are likely to be attractive to them?

How can you make your space attractive for people who don't want to take part in activities but just want a place to be?

Also think about what kind of atmosphere and culture you want in your Warm Welcome Space.

Do you want it to be lively and joyful, or calm and mellow?

How can you arrange the space to help create your desired atmosphere?

How can you create opportunities for people to participate and get involved in the running of the Space?

## STEP 5 PREPARING TO SUPPORT PEOPLE IN NEED

Think about you will support people that come into your Warm Welcome Space and need additional help.

Can you get some flyers/leaflets about local sources of advice and help that you can then make available?

Does your organisation have a clear safeguarding policy and does your team understand it?

Do you need to run any training before you get going?

## STEP 6 COMMUNICATING YOUR PLANS

How will people hear about your Warm Welcome space?

Where can you post information about it (e.g. your organisation's website, facebook, social media etc)?

Are there local organisations who could get the word out?

Do you need to create flyers, posters, other signage (once you register you will get access to the Warm Welcome branding to use for these)?

Could you contact your local Councillor to make them aware of your plans and ask how they could help connect you to wider efforts?

